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WORKING WITH THE MILITARY AS AN EMPLOYER

Defense Finance and Accounting Service

DFAS Garnishment Quick Guide

WORKING WITH FEDERAL AGENCIES AS EMPLOYERS

DFAS GARNISHMENT QUICK GUIDE

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INTRODUCTION

The Child Support Enforcement Program is a joint undertaking involving federal, state, and local cooperative efforts. As our nation's largest employer, the Federal government has an important role in the Child Support Enforcement Program. Within the Federal government, the Department of Defense (DoD) is the largest federal agency, processing garnishments for approximately:

- 1.4 million active duty military personnel.
- 1.5 million reserved military personnel.
- 2.0 million retired military personnel.
- 780,000 DoD civilian personnel.
- 100,000+ Federal Agency civilian personnel.

The Defense Finance and Accounting Service (DFAS) provides payroll for all military and DoD, DoE, and HHS civilians and is responsible for implementation of child support orders. Currently DFAS is remitting payments for approximately 16-18,000 child support garnishments a month.

Communication with the military has often been a challenging experience for state and county child support offices. In an effort to assist states in their interaction with the military, the Federal Office of Child Support Enforcement (OCSE) has prepared this resource document. The purpose of this document is to provide policy and procedural guidance to child support staff working with the military in the following areas:

- Requesting locate services and verification of employment and pay.
- Enforcing child support orders through income withholding.
- Enforcing medical support orders using the National Medical Support Notice.
- Identifying DFAS payments.

EMPLOYMENT VERIFICATION & LOCATE SERVICES

The Federal Parent Locator Service (FPLS) is a principal source of locate and employment information for child support caseworkers when establishing a support order and when initiating an income-withholding order. As mandated by the Personal Responsibility and Work Opportunity Reconciliation Act (PRWORA) of 1996, the FPLS was expanded to include two new federal databases: the National Directory of New Hires (NDNH) and the Federal Case Registry (FCR).

FEDERAL PARENT LOCATOR SERVICE (FPLS)

Automatic matching occurs whenever new or updated information is entered into either the FCR or NDNH. NDNH-to-FCR and FCR-to-NDNH matches are immediately sent to the state child support enforcement agencies (CSEAs). Upon receiving the FPLS match (“hit”) information, CSEAs are required to issue an income-withholding order within two days.

An FPLS match should be accepted as a verification of employment and wages. If you receive a match or “hit” on a military person, additional verification of employment is unnecessary. The next step is to submit the income-withholding order to DFAS Cleveland, OH to start withholding pay. Send all income-withholding orders to:

DFAS Cleveland Center
DFAS-DGI/CL
P.O. Box 998002
Cleveland, OH 44199-8002
(866) 859-1845 for customer service (toll-free)

Terminations of income-withholding orders should also be sent to the DFAS Cleveland address above. By automating the generation of income-withholding notices, states can meet their two-day turnaround requirement. States that have automated this process have benefited from substantial increases in collections. [For sending income-withholding orders electronically to DFAS, see section on Kids 1st.]

National Directory of New Hires (NDNH)

All newly hired (recruited) military personnel and civilian employees are reported within 20 days to the NDNH. In addition, DoD sends quarterly wage data to the NDNH. This includes information on the following:

- Active duty (including Coast Guard)
- Reserve (including Coast Guard)
- DoD Civilian employees
- Military retired (quarterly wages only)

Federal Case Registry (FCR)

States send information to the FCR for all child support cases, including those that have support orders and those for which orders have not yet been established. Persons registered on the FCR are compared daily against the NDNH, which contains employment information from new hire reports and quarterly wage records reported by states and federal agencies, as well as unemployment insurance claimant data reported by state employment agencies. Therefore, if the military person you are looking for is a participant in a child support case and that case has been submitted to the FCR, you will receive information about that person.

FPLS External Locate Requests

FPLS External Locate Requests are for information on **Active, Reserve, Retired Military and Retired Federal Government Civilian Employees**.

If you need a current address for a military service personnel for service of process (e.g., in order to establish paternity), submit an FPLS external locate request (through your state child support office) to the DoD's Defense Manpower Data Center (DMDC). DMDC returns these requests on a monthly basis. Include the military serviceperson's name and Social Security Number (SSN). FPLS will provide the following information to states:

Population	SSN Returned?	Address Provided	Annual Salary?
Active military	Yes	Unit/duty address	Not provided
Reserve military	Yes	Unit/duty address	Not provided
Retired military	Yes	Home address	Yes
Retired civilian	Yes	Home address	Yes

Information on civilians actively working for DoD is not available through the FPLS external locate.

Location/Medical Insurance Information on DoD Active Civilians

DoD provides the FPLS with new hire and quarterly wage information through DMDC for **civilians working for DoD**. As of August/September 2004, the employer address on the new hire and quarterly wage reports will be the Regional Human Resources (HR) office for the DoD civilian employee. Each record will have one of 73 different HR office addresses depending on the HR office that services that employee. With these Regional HR office addresses, child support agencies will be able to send and receive responses on National Medical Support Notices as well as locate work addresses for DoD civilians in order to send child support-related papers.

The HR offices will not respond to request for employment verification. The information on the new hire and quarterly wage reports is to be used for employment verification. It is up-to-date.

WORLD WIDE LOCATOR SERVICE

The World Wide Locator Service is another way to locate military personnel. The service has been reinstated, but there are restrictions on who may access the Army World Wide Locator Service; it is only available to those who have an e-mail address ending in “.mil”.

- Information about the World Wide Locator Service is available at <http://www.erec.army.mil/wwl/>.
- Additional information about receiving military mailing addresses is available at <http://www.defenselink.mil/faq/pis/PC04MLTR.html>.
- Address information may be obtained by writing to the World Wide Locator for the appropriate branch of service.

Military World Wide Locator Offices

Air Force Active Duty

AFPC/MSIMDL

550 C. Street West, Suite 50

Randolph AFB, TX 78150-4752

(210) 565-2660

<http://www.afpc.randolph.af.mil/IM/AFLocator&FOIA/afwwloc.htm>.

Army Active Duty (see note above)

Army Worldwide Locator

USAEREC

8899 E. 56th Street

Indianapolis, IN 46249

<http://www.erec.army.mil/wwl>

Army Reserve or Inactive Retired

Commander

ARPERCEN

9700 Page Blvd.

St. Louis, MO 63132

(314) 538-377

Coast Guard

US Coast Guard

Personnel Command

2100 2nd Street, West

Washington, DC 20593

(202) 267-1340

Fax (202) 267-4985

Marine Corps

Headquarters, US Marine Corps
 Personnel Management Support Branch (MMSB-17)
 2008 Elliot Road, Room 201
 Quantico, VA 22134-5030
 (703) 784-3941/3942 or 3943
<http://www.usmc.mil/marinelink/ind.nsf/locator>

Navy Active Duty

Navy Personnel Command
 (PERS 312)
 5720 Integrity Drive
 Millington, TN 38055-3120
 (901) 874-3388

QUARTERLY WAGE REPORT

The quarterly wage (QW) report provided to the NDNH by DMDC includes all income received by a military service person. The following charts list all the income categories that could be included in a QW report.

Active Duty Military

Personnel Status	Supplemental Pay Type:
Active	
	Amount Of Accrued Leave Pay
	Amount Of Contract Cancellation Pay And Allowances
	Amount Of Separation Payment
	Basic Allowance For Housing (BAH)
	Basic Allowance For Subsistence
	Career Sea Pay
	Career Sea Pay Premium
	Diving Duty Pay
	Enlistment Bonus
	Essential Service Pay
	Family Separation Allowance Type I
	Family Separation Allowance Type II
	Foreign Duty Pay
	Foreign Language Proficiency Pay
	Hazardous Duty Incentive Pay I
	Hazardous Duty Incentive Pay II
	Hazardous Duty Incentive Pay III
	Hostile Fire Pay
	Nuclear Officer Accession Bonus
	Overseas Extension Pay

Personnel Status	Supplemental Pay Type:
	Proficiency Pay
	Regular Reenlistment Bonus
	Rental Charge For Inadequate Government Quarters
	Selective Reenlistment Bonus
Active: Officers Only	
	Additional Special Pay
	Aviation Career Incentive Pay
	Aviation Officer Continuation Pay
	Board Certified Pay
	Incentive Special Pay
	Miscellaneous Officer Pay
	Medical Officer Retainer Bonus (MORB)/Nurse Bonus Amount
	Nuclear Career Accession Bonus
	Nuclear Career Annual Incentive Bonus
	Nuclear Qualified Officer Continuation Pay
	Saved Pay
	Saved Pay For Health Professionals
	Variable Special Pay

Reserve Military

Personnel Status	Supplemental Pay Type:
Reserves	
	Airborne Warning And Control Systems (AWACS) Controller Pay
	Aviation Career Incentive Pay
	Basic Ad Pay
	Career Sea Pay
	Diving Duty Pay
	Foreign Duty Pay
	Foreign Language Proficiency Pay
	Hazardous Duty Incentive Pay I
	Hazardous Duty Incentive Pay II
	Hazardous Duty Incentive Pay III
	Hostile Fire Pay And /Or Imminent Danger Pay
	Monthly Basic Pay
	Reserve Component Incentive Program Education Payments
	Reserve Component Incentive Program Payments
	Separation Pay
	Special Pay For Reserve Medical Officers Payments

Retired Military

Quarterly wage reports on retired military (persons who were formerly active duty) and retired Coast Guard are now provided to the FPLS. These records are coded "P" (for pension).

Civilian

Personnel Status	Supplemental Pay Type:
Civilian	
	Award Amount I, II & III
	Final Compensatory Time Paid
	Locality Payment
	Lump Sum Leave Pay
	Manual Pay Adjustments Amount
	Overtime Paid
	Severance Pay Amount
	Voluntary Separation Incentive

Pay rates for 2003 (basic military pay, military housing allowance (BAH), and civilian pay) may be found on the following web site: <http://www.defenselink.mil/specials/pay2003/>.

PAYMENT HISTORY

A change has been made in DoD Policy Regarding Requests for Employment Verification. DoD will no longer respond to verification of employment/ payroll data requests about active and reserve military, and civilian payroll records, because this information is already provided to the FPLS through quarterly wage reporting to the NDNH. There are two exceptions:

HISTORICAL PAYROLL DATA OF DoD MILITARY PERSONNEL

DFAS will respond to individual, written requests for information regarding military personnel relating to pay history exceeding one year. DFAS will also respond to a request for a noncustodial parent's Leave and Earnings Statement (LES) if a subpoena is submitted to DFAS. The subpoena must be signed by a state or federal judge before it will be accepted for processing.

These requests should be sent to the particular DFAS pay site listed below, depending on the branch of service.

- The name and Social Security number of the military member should be included.
- A signature is not required, but the caseworker's name or the name of a higher authority must appear on the request or it will be returned to the child support agency. DFAS will not accept computer-generated requests for pay histories. All computer-generated requests will be destroyed.

Air Force (Active Duty FEIN is 849990000; Reserve Duty FEIN is 849980000)

DFAS Denver Center
ATTN: DFAS-GA/DE
6760 East Irvington Place
Denver, CO 80279-8000

Army (Active Duty FEIN is 359990000; Reserve Duty FEIN is 351819323)

DFAS Indianapolis Center
ATTN: DFAS-PMTCBC/IN, Column 302G
8899 East 56th Street
Indianapolis, IN 46249-0865

Marine Corps (Active Duty and Reserve Duty FEIN is 539990000)

DFAS Kansas City Center
ATTN: DFAS-GA/KC
1500 East Bannister Road
Kansas City, MO 64197-0001

Navy (Active Duty FEIN is 349990000; Reserve Duty FEIN is 341586724)

DFAS Cleveland Center
ATTN: DFAS-DGI/CL
1240 East 9th Street
Cleveland, OH 44199-8006

Retired Military Pay (FEIN is 340727612)

DFAS Cleveland Center
ATTN: DFAS-DGI/CL
1240 East 9th Street
Cleveland, OH 44199-8006

HISTORICAL PAYROLL DATA OF DoD, DoE, AND HHS CIVILIAN PERSONNEL

DFAS will also respond to individual requests for information regarding DoD civilian personnel relating to pay history exceeding one year. DFAS will also respond to individual requests for information regarding DoE civilian personnel relating to pay history exceeding one year effective September 2003 and HHS civilian personnel effective April 2005. Send all DoD, DoE, and HHS civilian requests to:

DoD Civilian Employees (FEIN 311575142)

DoE Civilian Employees (FEIN 530197006)

HHS Civilian Employees (FEIN 530196960)

DFAS Cleveland Center
ATTN: DFAS-DGI/CL
1240 East 9th Street
Cleveland, OH 44199-8006

The name and Social Security number of the civilian employee must be provided. A signature is not required, but the caseworker's name or the name of a higher authority must appear on the request, or it will be returned to the child support agency. DFAS will not accept computer-generated requests for pay histories. All computer-generated requests will be destroyed.

SERVICE OF PROCESS

Service of process refers to the delivery of a document to an individual (noncustodial parent) to notify him/her of a claim or to inform him/her of specific acts that he/she must perform (for example, appearing at a paternity hearing for child support). Although military personnel may live on an installation, most live in the neighboring communities and one may serve legal documents on them just as one would a civilian. There are several methods for service of process, including regular and certified mail, voluntary acceptance of service, sheriff's service, and personal service by a civilian authority or process server. Under most state laws, establishment of a child support obligation requires voluntary acceptance of service or personal service by an authorized official.

SERVING MILITARY PERSONNEL ON AN INSTALLATION

Military installations may be open or closed and increasingly they are closed. If an enforcement action requires personal service, service may be more difficult. Call the installation's legal office to learn the type of jurisdiction it is following regarding state access:

- Exclusive federal jurisdiction with no state reservation for service of process
- Partial jurisdiction
- Concurrent and proprietary jurisdiction

CONTACTS FOR SERVICE OF PROCESS

Following are contacts for facilitating service of legal process and enforcing support obligations:

Air Force

AFLSA/JACA
1420 Air Force Pentagon
Washington, DC 20330-1420
(703) 697-0413

Army

Office of the Judge Advocate General
Attention: DAJA-LA
2200 Army Pentagon
Washington, DC 20310
(703) 588-6708

Coast Guard

United States Coast Guard
G-PC (USCG), Room 4100E, CGHQ
Department of Transportation
Washington, DC 20590
(202) 267-2799

Marine Corps

Legal Assistance

Headquarters, U.S. Marine Corps (JAL)

2 Navy Annex

Washington, DC 20380

(703) 614-3880

Navy

Office of the Judge Advocate General (Code 16), Suite 3000

Washington Navy Yard

1322 Patterson Avenue, SE

Washington, DC 20374-5066

(202) 685-4637

INCOME-WITHHOLDING ORDERS

MILITARY PERSONNEL

Income withholding orders for military personnel (active, reserve, retired) should be sent to the Defense Finance and Accounting Service (DFAS) office in Cleveland, Ohio:

DFAS Cleveland Center
DFAS-DGI/CL
P.O. Box 998002
Cleveland, OH 44199-8002

The DFAS Income Withholding toll-free Customer Service Number is (866) 859-1845. The DFAS web site for income-withholding information is <http://www.dfas.mil/money/garnish>. The web site includes a Questions and Answers fact sheet on how to obtain payroll information on DoD military and civilian employees.

Reservist is called to Active Duty

If a reservist is called to active duty, DoD does NOT submit a new hire report for this person. If a civilian employee, who is in the reserves and working for the military, is called to active duty and DFAS already has an income-withholding order on file, DFAS will roll over the withholding to the employee's military pay. If the employee works for another federal agency or a private company, the state should issue an income-withholding order to DFAS. (When a reservist with a child support order is called to active duty, the employer might not notify the child support office, and thus the income-withholding order would not be satisfied.) The FPLS (NDNH) quarterly wage report notifies the state of a change in the employee's employer, thus alerting the state to issue a new income-withholding order.

Military Member Retires

When a military member with an income-withholding order for child support retires, the order does not automatically attach to the retirement pay (pension) of that member. However, DFAS is building an electronic interface that eventually will allow the active duty pay system to alert the garnishment operation that the child support order should be attached to the retirement pay of the military member who is retiring. Until that interface is in place, the child support office should contact DFAS as to why the child support payment has stopped. This will alert DFAS Garnishments to send the withholding order to be processed against the member's retirement pay.

COAST GUARD PERSONNEL

The Coast Guard is now part of the Department of Homeland Security. Income-withholding orders for Coast Guard personnel should be sent to the following address:

Commanding Officer (LGL)
U.S. Coast Guard Pay and Personnel Center
Federal Building
444 SE Quincy Street
Topeka, KS 66683-3591
Phone (785) 339-3596 (for questions)
Fax (785) 339-3784 (for employment verification and pay requests)

CIVILIAN DoD, DoE, AND HHS PERSONNEL

Income withholding orders for civilian personnel should be sent to the Defense Finance and Accounting Service (DFAS) office in Cleveland, Ohio:

DFAS Cleveland Center
DFAS-DGI/CL
P.O. Box 998002
Cleveland, OH 44199-8002

The DFAS Income Withholding toll-free Customer Service Number is (866) 859-1845. The DFAS web site for income-withholding information is <http://www.dfas.mil/money/garnish>. The web site includes a Questions and Answers fact sheet on how to obtain payroll information on DoD military and civilian employees.

CIVILIAN RETIRED DoD, DoE, AND HHS PERSONNEL

An income-withholding order to attach the pension of a retired civilian employee of the Federal government should be sent to:

Office of Personnel Management
Court Ordered Benefits Branch
P.O. Box 17
Washington, DC 20044-0017
Phone (202) 606-0222
Fax (202) 606-7958

ALLOTMENTS**GARNISHMENTS**

A garnishment for child support means there is a judicial/administrative income-withholding order in place (mandated in 1990 for IV-D cases and in 1994 for all child support orders). (42 U.S.C. 659).

INVOLUNTARY ALLOTMENTS

An involuntary allotment (pursuant to 42 U.S.C. 665) is an income-withholding action enforceable against *active duty* military pay. Involuntary allotments have advantages compared to garnishment actions when the maximum amount payable from the disposable income does not allow full payment. This is due to the fact that military allowances, such as the basic allowance for housing (BAH), are included in the disposable pay calculations for involuntary allotment. An involuntary allotment begins with a court or administrative order establishing a child support obligation and an arrearage in an amount equal to or greater than two months support under the order. Regulations require that when using the involuntary allotment, the child support office must send a copy of the underlying court order. See 32 C.F.R. Part 54 for detailed instructions.

VOLUNTARY ALLOTMENTS

Voluntary allotments are available to military service personnel to pay recurring debts. Voluntary allotments for child support were used prior to the federal legislation requiring mandatory income withholding for child support. Many are still active. A voluntary allotment is completely under the member's control and can be started, stopped, or amended at will by the military person

Voluntary Military Allotment Inquiries**Air Force - Denver**

Harry Miller

(303) 676-7153; (800) 433-0461, option 1

Harry.Miller@dfas.mil**Army - Indianapolis**

Anne Mader

(317) 510-0528; (877) 338-3327 (toll-free)

Marines - Kansas City

Carole Smith

(816) 926-7011

Navy - Cleveland

(216) 522-5542; (800) 346-3374

Susan Easter

(216) 522-5542; (800) 346-3374

susan.easter@dfas.mil

Joyce Duck

(216) 522-5127

joyce.duck@dfas.mil

Retired - All Branches - Cleveland

(216) 204-5127; (800) 321-1080

Coast Guard

Gary Schart

(785) 339-3495

Voluntary Civilian Allotment Inquiries

Fax: 866-401-5849

Multiple quarterly wage (QW) reports for one noncustodial parent in the military could be received by a CSEA because a person could be both a DoD civil service employee and a reservist. In fact, there are many people working for DoD in both capacities. When the CSEA receives the first QW match, it should send the income-withholding order to DFAS Cleveland for garnishment. Garnishments will be applied to all pay available at that time.

KIDS 1ST

DFAS has an electronic child support submission system that can process individual income-withholding requests via an on-line web system called "Kids 1st." Mass case processing is also supported via a batch interface to this system using the new electronic Income Withholding Order (eIWO) flat file record layout. Connection to DFAS is available through the OCSE CSENet system and secure FTP.

More information on Kids 1st and how to access it, is available from the DFAS Kids 1st section on the OCSE web site: <http://www.acf.hhs.gov/programs/cse/newhire/csenet/dfas/dfas.htm> or contact the DFAS Cleveland field organization at (216) 522-5118. To sign up for Kids 1st, contact the system administrator Megan Huber at (216) 204-3375.

OBTAINING MEDICAL SUPPORT FROM MILITARY PERSONNEL**DEFENSE ENROLLMENT ELIGIBILITY REPORTING SYSTEM (DEERS)**

The military health care program is called TRICARE/CHAMPUS (Civilian Health and Medical Program of the Uniformed Services). A system called DEERS (Defense Enrollment Eligibility Reporting System) maintains the information on the military service person, known as the sponsor, and dependents enrolled in this program. The process for obtaining medical support from a military parent (active or retired) is described below.

Enrollment

First of all, before any enrollment can occur, the child must be determined to be a military dependent in order to be enrolled in DEERS. The documents needed to establish dependency include a court-ordered paternity determination (if the child's parents were not married), birth certificate, and a court order for child support or other means of providing support. Each branch of the service may have slightly different procedures. The custodial parent must go to the nearest RAPIDS center and present the appropriate documents to the verifying officer. (RAPIDS stands for Real-Time Automated Personnel Identification Card System and refers to the program through which individuals receive ID cards and through which all personnel changes are made.)

Location of the nearest RAPIDS center may be found via the Internet at <http://www.dmdc.osd.mil/rsl/>. If Internet access is not available, the custodial parent may contact the DEERS telephone center help line Monday through Friday between 9:30 a.m. to 6:00 p.m. (ET) at 1-(800) 538-9552.

A custodial parent wishing to enroll by mail should contact any military installation with a RAPIDS center for instructions. Documentation to prove dependency must be provided.

Before the DEERS enrollment can be completed, an attempt will be made to have the sponsor sign the paperwork. The amount of time for this process will vary depending on the location and the assignment of the military member. If the sponsor is unwilling to sign, the verifying official may sign on behalf of the sponsor after all efforts to obtain the sponsor's signature have failed and those efforts have been documented.

Once enrolled in DEERS, the child is eligible to receive medical care in two ways. The child may be able to obtain medical care and medications from military hospitals and clinics. The child can also use the cost share medical coverage, TRICARE, with civilian health providers. Getting health care from a uniformed service hospital or clinic, when available, saves money and paperwork. Military bases have Health Benefits Advisors to assist custodial parents with questions about medical coverage.

TRICARE uses the term "shared" rather than "covered" because the cost is shared by the beneficiary after an annual deductible cost has been satisfied. Claims to TRICARE can

be submitted up to a year after treatment. Commencement of military medical benefits is determined by either the child's date of birth or the date(s) of the sponsor's military service, not the DEERS enrollment date. A TRICARE handbook explaining coverage is available by writing or calling:

TRICARE Management Activity (TMA)
Public Affairs Branch
Aurora, Colorado 80045-6900
(303) 361-1000/1129

Dependents Enrolled in DEERS (TRICARE)

A legal dependent (one for whom paternity has been established) of a military person (active or retired) is eligible for TRICARE medical services through DEERS. If a caseworker wants to learn whether a child has already been enrolled in DEERS, he/she should **write** to the following address:

DMDC Support Office
Attn: CA99
400 Gigling Road
Seaside, CA 93955-6771

Include the name and Social Security number (SSN) of the military service person, as well as the name, SSN, and date of birth of the dependent. Even if the child is already enrolled in DEERS, he/she may need to obtain a military I.D. to gain access to medical care facilities on base.

NATIONAL MEDICAL SUPPORT NOTICE (NMSN)

Send the National Medical Support Notice (NMSN) for Active Duty and Retired Military to DMDC. Currently DMDC will respond with a letter (in-lieu of the form) to notify you as to whether the child is already enrolled in DEERS. Once an active duty military member and family members have been enrolled in DEERS, they have medical benefits. These medical benefits do not include dental or vision care. (Dental coverage may be available at an additional cost to the service member.) At the present time, the NMSN does not result in the automatic enrollment of the child in DEERS. The custodial parent must follow the procedures in the previous section for enrollment if the child is not shown as enrolled.

National Medical Support Notice

DMDC Support Office
Attn: CA99
400 Gigling Road
Seaside, CA 93955-6771

Please do not send requests for medical coverage information or medical support orders to any DFAS office. Requests for medical information or medical orders will not be returned to the issuing agency.

Please do not send employment verifications or garnishment-related requests to DMDC. Employment verification requests will not be returned to the issuing agency.

MEDICAL INSURANCE INFORMATION ON FEDERAL CIVILIAN EMPLOYEES

Medical insurance information on DoD, DoE, and HHS civilian employees may be obtained from the human resources department of the employing agency.

QUESTIONS ABOUT PAYMENTS

MILITARY LEAVE AND EARNING STATEMENT (LES)

For military pay information, refer to <http://www.dfas.mil> and first click on "Money Matters" and then click on "Military Pay." From this screen click on "Pay Rates" for pay tables, or click on "Military LES" (Leave and Earnings Statement) to understand the military LES.

STATE DISBURSEMENT UNIT (SDU)

The Defense Finance and Accounting Service (DFAS) handles all payroll for the military. DFAS has named two points-of-contact in the military for redirecting any child support payment (and spousal support if appropriate) to your SDU. These points-of-contact can assist you in redirecting both garnishments (income-withholding orders) and voluntary allotments for all the armed services, including payments to retirees:

Frank Hrouda
DFAS-PGLIS/CL
(216) 522-5435, ex. 41609
frank.hrouda@dfas.mil

and

Loretta Longo
DFAS-PGLIS/CL
(216) 522-5435, ex. 41612
loretta.longo@dfas.mil

CHILD SUPPORT CHECKS FROM MILITARY PERSONNEL

For questions relating to payments issued from the:

Active duty or reserve Army pay center
(317) 510-3286 or 3284

Active duty or reserve Air Force pay center
(800) 433-0461, option 4 (toll-free)

Active duty or reserve Marine Corps pay center
(816)-926-7050

Active duty or reserve Navy pay center
(866) 859-1859 (toll-free)

(Please do not use these numbers for inquiries relating to the income-withholding order or its processing.)

CHILD SUPPORT CHECKS FROM CIVILIAN PERSONNEL

If you have a question about a child support check that DFAS remits on behalf of a DoD, DoE and HHS civilian employee, there are three Civilian Pay Centers that may be able to help you:

DoD Air Force civilian DoD, DoE, and HHS civilian

DFAS Pensacola, FL
Civilian Pay Service, Customer Service
(850) 473-6222
7:30 a.m. – 4:00 p.m. Central Standard Time
Fax: 866-401-5849

DoD Army civilian

DFAS Denver, CO
Civilian Pay Service, Customer Service
(800) 538-9043
6:30 a.m. – 4:30 p.m. Mountain Time
Fax: 866-401-5849

DoD Navy civilian Marine Corps civilian overseas DoD, DoE, and HHS civilian

DFAS Charleston, SC
Civilian Pay Service, Customer Service
(843) 746-6500
6:30 a.m. – 3:00 p.m. Eastern Standard Time
Fax: 866-401-5849

OCSE MILITARY LIAISON

The OCSE military liaison officer is Larry Holtz, whose duties include working with the Department of Defense on child support related statutes and regulations, providing guidance to child support agencies on military matters, and resolving issues between the Department of Defense and Child Support Enforcement agencies. You may contact him at:

Larry Holtz
Court and Military Liaison Officer
Office of Child Support Enforcement 4th floor
370 L'Enfant Promenade, SW
Washington, DC 20447
(202) 401-5376; Fax (202) 205-4342
lholtz@acf.hhs.gov

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Send income-withholding orders for active, reserve, and retired military personnel and DoD, DoE, and HHS active civilians to:

DFAS Cleveland Center
DFAS-DGI/CL
P.O. Box 998002
Cleveland, OH 44199-8002
(866) 859-1845 for customer service (toll-free)

Terminations of income-withholding orders should also be sent to the DFAS Cleveland address above.

Send income-withholding orders for Coast Guard personnel to:

Commanding Officer (LGL)
U.S. Coast Guard Pay and Personnel Center
Federal Building
444 SE Quincy Street
Topeka, KS 66683-3591
Phone (785) 339-3596 (for questions)
Fax (785) 339-3784 (for employment verification and pay requests)

Send an income-withholding order to attach the pension of a retired civilian employee of the Federal government to:

Office of Personnel Management
Court Ordered Benefits Branch
P.O. Box 17
Washington, DC 20044-0017
Phone (202) 606-0222
Fax (202) 606-7958

Send the National Medical Support Notice to:

DMDC Support Office
Attn: CA99
400 Gigling Road
Seaside, CA 93955-6771

If you need a current address for a military service member for service of process, submit an **FPLS external locate** request to DMDC. These requests are returned by DMDC on a **monthly** basis.

Requests for Historical Payroll Data of Military Personnel - DFAS will respond to individual, written requests for information regarding military personnel relating to pay history **exceeding** one year.

Army (Active Duty FEIN is 359990000; Reserve Duty FEIN is 351819323)

DFAS Indianapolis Center

ATTN: DFAS-PMTCBC/IN, Column 302G

8899 East 56th Street

Indianapolis, IN 46249-0865

Navy (Active Duty FEIN is 349990000; Reserve Duty FEIN is 341586724)

DFAS Cleveland Center

ATTN: DFAS-DGI/CL

1240 East 9th Street

Cleveland, OH 44199-8006

Marine Corps (Active Duty and Reserve Duty FEIN is 539990000)

DFAS Kansas City Center

ATTN: DFAS-GA/KC

1500 East Bannister Road

Kansas City, MO 64197-0001

Air Force (Active Duty FEIN is 849990000; Reserve Duty FEIN is 849980000)

DFAS Denver Center

ATTN: DFAS-GA/DE

6760 East Irvington Place

Denver, CO 80279-8000

Retired Military Pay (FEIN is 340727612)

DFAS Cleveland Center

ATTN: DFAS-DGI/CL

1240 East 9th Street

Cleveland, OH 44199-8006

Request for Historical Payroll Data of DoD, DoE, and HHS Civilian Personnel – DFAS will respond to individual, written requests for information regarding military personnel relating to pay history **exceeding** one year. DFAS will also respond to individual requests for information regarding DoE civilian personnel relating to pay history exceeding one year effective September 2003 and HHS civilian personnel relating to pay history exceeding one year effective April 2005.

Civilian Personnel Pay (DoD FEIN is 311575142; DoE FEIN 530197006; HHS FEIN 530196960)

DFAS Cleveland

DFAS-DCI/CL

1240 East 9th Street

Cleveland, OH 44199-8006